

CITY OF TUALATIN **Classification Description**

Job Title: Volunteer Coordinator
Department: Administration
Reports To: Human Resources Director
FLSA Status: Non-Exempt

SUMMARY: Develop, plan, and administer a citywide volunteer program, which includes program planning and coordination, promotion and marketing. Perform volunteer recruitment, training, and recognition. Administer related outreach and fundraising activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Coordinates citywide volunteer program, including interacting with staff to identify, develop, and prioritize needs for volunteer staffing. Maintain contact with staff and volunteers to evaluate the effectiveness of their placement within the organization.

Develop policies, procedures, and standards of volunteer service necessary to administer a wide range of volunteer opportunities within the organization.

Coordinate, prepare, and present public information in a variety of media and to a variety of audiences to promote and market volunteer programs and services.

Develop work plans, time lines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Prepare reports and recommendations.

Plan and coordinate volunteer recognition programs and fund-raising events.

Develop public and private partnerships for sponsorship of volunteer activities.

Provide lead direction and program coordination for Volunteer Specialists assigned to various City departments, performing the following functions: recruitment of new volunteers; interviewing, screening and orientation of prospective volunteer applicants.

Coordinate with supervisors and volunteers to resolve disputes and promote cooperation and continued interest in the volunteer program.

Create recruitment and training materials. Maintain accurate records and provide timely statistical and activity reports on volunteer participation.

SUPERVISORY RESPONSIBILITIES: While direct supervision of volunteers is not a primary responsibility of this classification, responsibilities do include coordination with Human Resources to guarantee that recruitment, selection, placement and utilization of volunteers within the organization is in accordance with City policies and applicable laws.

This classification is responsible for providing lead and direction to Volunteer Specialists performing the initial interviewing, screening, placement and orientation of volunteers.

Directing work of volunteers, appraising volunteer performance, addressing complaints and resolving problems within a specific division are the responsibility of the division supervisor in which the volunteer is assigned.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Special Skills/Abilities, Certificates, and Licenses & Registrations: Innovative, creative approaches to developing, utilizing and funding volunteer services. Working knowledge of practices and principles of effective volunteer recruitment techniques. Working knowledge of effective program management principles and practices. Working knowledge of effective motivation and administration of volunteers. Working knowledge of strategic planning methods with an emphasis on services related to volunteer programs and fund-raising.

Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public. Ability to occasionally deal with upset or difficult individuals. Ability to work nights weekends and holidays. Working knowledge of volunteer management software, and Microsoft Office software programs.

Possession of, or the ability to obtain within a timeline established by the City: a Certificate of Volunteer Management, a valid Oregon driver's license, and CPR/First Aid certification.

Language, Mathematical Skills & Reasoning Ability: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before large groups. Knowledge of Spanish is desired. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to interpret and apply organizational policies and procedures in making work decisions and in providing information to others. Ability to organize, prioritize and perform work assignments.

Education and/or Experience: Bachelor's degree (B.A.) in business administration, public administration, management or public relations, human services or related field and three years related experience in supervision or coordination of volunteer services or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Physical Demands & Work Environment: While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate.